CITY OF DETROIT FISCAL 2003/04 BUDGET

AGENCY 53   OMBUDSPERSON

MISSION
The mission of the Ombudsman Office is to serve the people by investigating and seeking to resolve complaints against departments and agencies of City government.

DESCRIPTION
The office of the Ombudsperson was established to receive, investigate, and seek to resolve all justified citizen complaints against City government including any action, omission, decision, recommendation, practice or procedure of any agency.   The agency also reviews investigations and hearings of City agencies having subpoena power to determine if same were conducted fully and fairly; recommends change where investigation reveals that modification, addition, or elimination of an act or procedure is warranted; establishes and perfects complaint investigative procedures and maintains records to determine areas of administrative or service failure; institutes original investigation into areas where compiled data reveals problems of similar or recurring nature; and provides information and assistance and recommends alternative action when citizen complaints do not fall within the jurisdiction of service rendered by the City of Detroit.

GOALS
1.   Provide efficient, quality and user-friendly service to the public.
2.   Restore citizen confidence where misunderstanding, error, and omission have decreased confidence in government.
3.   Investigate areas of inadequate, archaic or inequitable ordinances, policies not consistently applied, and inequitable or inadequate administrative or service procedures.
4.   Advance innovative and practical recommendations to resolve recurring complaints.

DEPARTMENTAL FINANCIAL INFORMATION

	GENERAL FUND	TOTAL
EXPENDITURES	$1,547,288	$1,547,288
REVENUES	0	0
NET TAX COST	$1,547,288	$1,547,288
POSITIONS	11	11